



Town Council Agenda Report

SUBJECT: Resolution

CONTACT PERSON/NUMBER: Thomas Willi, Interim Town Administrator, (954)797-1030

TITLE OF AGENDA ITEM: A RESOLUTION OF THE TOWN OF DAVIE, FLORIDA, CHANGING THE PERSONNEL DIVISION TO THE HUMAN RESOURCES DEPARTMENT AND REVISING THE CLASS SPECIFICATIONS TO INDICATE THE CHANGE TO HUMAN RESOURCES ASSISTANT, HUMAN RESOURCES TECHNICIAN, HUMAN RESOURCES COORDINATOR AND HUMAN RESOURCES MANAGER IN THE NON-REPRESENTED PAY AND CLASSIFICATION PLAN TO BE IN ACCORDANCE WITH THE AMERICANS WITH DISABILITIES ACT.

REPORT IN BRIEF: As part of the new budget proposals, Interim Town Administrator Thomas Willi has requested the restructuring of the Administrative Services Department. The request modifies the Department by separating the Town Clerk's Office and the Human Resources Division. In an effort to facilitate this restructuring, a Human Resources Department has been created. Class specifications have been revised to reflect the proposed changes.

PREVIOUS ACTIONS: Not Applicable

CONCURRENCES: Not Applicable

FISCAL IMPACT: Not Applicable

RECOMMENDATION(S): Motion to approve the Resolution

Attachment(s): Resolution, Class Specifications

RESOLUTION NO. _____

A RESOLUTION OF THE TOWN OF DAVIE, FLORIDA, CHANGING THE PERSONNEL DIVISION TO THE HUMAN RESOURCES DEPARTMENT AND REVISING THE CLASS SPECIFICATIONS TO INDICATE THE CHANGE TO HUMAN RESOURCES ASSISTANT, HUMAN RESOURCES TECHNICIAN, HUMAN RESOURCES COORDINATOR AND HUMAN RESOURCES MANAGER IN THE NON-REPRESENTED PAY AND CLASSIFICATION PLAN TO BE IN ACCORDANCE WITH THE AMERICANS WITH DISABILITIES ACT.

WHEREAS, it is in the best interest of the Town of Davie to change the name of the Personnel Division to Human Resources Department and revise the class specifications of Personnel Assistant, Personnel Technician, Personnel Coordinator and Personnel Manager in the Non-Represented Pay and Classification Plan to indicate the change; and

WHEREAS, Town of Davie staff recommends that the Town Council change the name of the Personnel Division to Human Resources Department and revise the class specifications to Human Resources Assistant, Human Resources Technician, Human Resources Coordinator and Human Resources Manager in the Non-Represented Pay and Classification Plan to indicate the change in accordance with the Americans With Disabilities Act; and

WHEREAS, the Town of Davie Non-Represented Pay and Classification Plan needs to be amended to reflect such changes.

NOW, THEREFORE, BE IT RESOLVED BY THE TOWN COUNCIL OF THE TOWN OF DAVIE, FLORIDA:

SECTION 1. The Personnel Division name is hereby changed to Human Resources Department and the class specifications of Personnel Assistant, Personnel Technician, Personnel Coordinator and Personnel Manager in the Non-Represented Pay and Classification Plan are revised to indicate the change as attached hereto as Exhibit "A"; and

SECTION 2. This resolution shall take effect immediately upon its passage and adoption.

PASSED AND ADOPTED THIS ____ DAY OF _____, 2000.

MAYOR/COUNCILMEMBER

ATTEST:

TOWN CLERK

APPROVED THIS ____ DAY OF _____, 2000.

CLASS SPECIFICATION

HUMAN RESOURCES ASSISTANT

GENERAL STATEMENT OF JOB

Under general supervision, performs technical-clerical work assisting in administration of Town human resources programs. Employee is responsible for assisting in development and maintenance of confidential human resources records, responding to inquiries pertaining to human resources policies and programs, and assisting in Town recruiting activities. Employee is also responsible for a variety of clerical-administrative work in support of human resources program activities, including assisting in preparations for collective-bargaining negotiations. Reports to the Human Resources Director or designee.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Answers telephones and greets visitors, providing information based on general knowledge of Town human resources programs and policies, and job application procedures and deadlines, or referring callers to appropriate officials; records and relays messages, as appropriate.

Establishes and maintains individual Town employees' personnel records, maintaining tangible documents and/or entering data into computer files and updating as warranted by changes in personal information, personnel actions, employment status, salaries, insurance and benefit program enrollment, etc.; verifies employees' status in response to inquiries from financial institutions.

Prepares routine correspondence in response to requests for information, subpoenas, public records, or unemployment compensation; types correspondence, job vacancy announcements, job descriptions, reports, forms, and other material from typed or handwritten copy, using a variety of complicated formats and assuming responsibility for correctness of spelling, punctuation, format and grammar; updates compensation and classification plan manuals as directed.

Assists recruitment efforts for Town personnel, such as preparing materials for application, interview and testing process, maintains eligibility lists, and scoring of promotional or entrance exams.

Prepares orientation packages and related materials for newly hired personnel and for open enrollment meetings; distributes literature pertaining to benefits programs, as requested.

Assists in processing of workers' compensation claim forms and documents; maintains logs and prepares monthly reports of claims filed.

Establishes and maintains a variety of tangible files, filing and retrieving material as requested or as otherwise appropriate; distributes various material as directed.

Compiles material from a variety of sources in preparation of briefing reports and packages for use in development of collective-bargaining negotiation presentations on behalf of management.

Maintains division records for off-site records storage program, maintaining records of files stored off site, and preparing and maintaining documentation as required by state for destruction of records; prepares requests for retrieval of records, and calculates costs for retrieval.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school, preferably supplemented by college-level course work in secretarial sciences, business or a related field, and 1 to 2 years of experience in secretarial or clerical work, preferably in human resources administration field; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machinery and equipment, including computers, typewriters, calculators, copiers, facsimile machines, etc. Requires the ability to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for sedentary work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) or data, people or things.

Interpersonal Communications: Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

Language Ability: Requires the ability to read a variety of correspondence, reports, personnel records, manuals, forms, etc. Requires the ability to prepare a variety of correspondence, reports, personnel records, forms, logs, etc. Requires the ability to speak to people with poise, voice control and confidence.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages, including Human Resources and insurance industry terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment.

Manual Dexterity: Requires the ability to handle a variety of items, such as keyboards, control knobs, toggle switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Does not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and/or hear: (talking; expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear). Requires the ability to communicate via telephone.

PERFORMANCE INDICATORS

Knowledge of Job: Has general knowledge of Town human resources policies and procedures. Has some knowledge of the current literature, trends and developments in the field of public human resources administration appropriate to the area of assignment. Has some knowledge of the types, qualifications, and characteristics of the major occupational groups common to a large municipal government organization. Has some knowledge of the organization, functions, and programs of the Town departments. Has general knowledge of modern office procedures and practices. Is able to interpret, apply, and communicate a variety of policies, procedures, and regulations appropriate to the area of assignment. Is able to exercise sound judgment in evaluating information and communicating recommendations. Is able to communicate effectively orally and in writing. Is able to establish and maintain effective working relationships with associates, administrative personnel, employees and the general public.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts within department and division, and with co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

Dependability: Assumes responsibility for doing assigned work and meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountability. Strives to anticipate work to be done and initiates proper and acceptable direction for completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with Town policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons within the department.

Relationships with Others: Shares knowledge with supervisors and staff for mutual and departmental benefit. Contributes to maintaining high morale among all department employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, and the general public so as to maintain good will toward the department and project a good departmental image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the Town. Interacts effectively with fellow employees, supervisor, professionals and the general public.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning

Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly work place.

CLASS SPECIFICATION

HUMAN RESOURCES TECHNICIAN

GENERAL STATEMENT OF JOB

Under general supervision, performs administrative and technical Personnel management support work within the Town's Human Resources Division. Is responsible for maintaining various Human Resources files and documents. Reports to Human Resources Director or designee.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Receives and answers inquiries from employees and provides information to employees regarding personnel rules and regulations in areas such as job openings, appointments, promotions, transfers, dismissals, reclassifications, wages, benefits and insurance; answers selected questions within employee's knowledge concerning wages, benefits, insurance, etc.

Reviews and processes various personnel transaction files, forms, and records in support of a broad variety of Human Resources functions. Checks the accuracy of personnel transactions for final review and/or approval by the Human Resources Director.

Composes and distributes or files as necessary various correspondence, including but not limited to, job vacancy announcements, job descriptions, memorandums, Human Resources reports, personnel evaluations and insurance reports; maintains various files and records.

Assists in recruitment efforts for Town personnel, including but not limited to, maintaining applicant pools, maintaining eligibility, may coordinate and administer promotional or entrance exams.

Processes worker compensation claims, discussing claims with employee, medical facilities and insurance carrier, as necessary; maintains log and prepares monthly report of claims filed.

Maintains all personnel files, records, forms, and paperwork for Town employees; maintains personal and confidential personnel files for Police and Fire departments; enters personnel information into computer and updates as necessary; verifies employees' status as requested by financial institutions.

Provides information and literature to employees regarding group insurance programs and related benefit plans, including the employee assistance program.

Responds to requests for subpoenas, public records in reference to personnel, insurance and worker's compensation issues. Participates in Safety Committee meetings.

May assist in providing background information in preparation for arbitration or grievance hearings or negotiations.

Exhibit "B"
09/20/00

May assist in conducting surveys of benefits and wages of other municipalities.

May be required to supervise or serve as a lead worker for clerical positions within the Human Resources Division.

Types and composes correspondence for the Human Resources Director's signature.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school supplemented by college level course work in personnel management or related program areas, and 2 to 3 years of experience in administrative support work; or any equivalent combination of training and experience which provides the required skills, knowledge and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of office equipment including computer, mail machine, copier, typewriter, etc. Must be able to exert a negligible amount of force constantly to move objects. Physical demand requirements are those for Sedentary Work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving instructions, assignments or directions from supervisors.

Language Ability: Requires the ability to read a variety of reports, letters and memos, budget reports, personnel reports, etc. Requires the ability to prepare correspondence, reports, forms, budgets, studies, insurance claims, log reports, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical thinking or rational systems to define problems, collect data, establish facts, and draw valid conclusions; to interpret a variety of technical instructions; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in personnel and legally/medically associated terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using office equipment.

minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.)

PERFORMANCE INDICATORS

Knowledge of Job: Has general knowledge of Town personnel policies and procedures. Has some knowledge of the current literature, trends and developments in the field of public personnel administration appropriate to the area of assignment. Has some knowledge of the types, qualifications, and characteristics of the major occupational groups common to a large municipal government organization. Has some knowledge of the organization, functions, and programs of the Town departments. Has some knowledge of modern office procedures and practices. Is able to interpret, apply, and communicate a variety of policies, procedures, and regulations. Is able to exercise sound judgment in evaluating information and communicating recommendations. Is able to communicate effectively orally and in writing. Is able to establish and maintain effective working relationships with associates, administrative personnel, employees and the general public.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts within department and division, and with co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Illustrative Examples of Work."

Dependability: Assumes responsibility for doing assigned work and meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountability. Strives to anticipate work to be done and initiates proper and acceptable direction for completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with Town policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons within the department.

Relationships with Others: Shares knowledge with supervisors and staff for mutual and departmental benefit. Contributes to maintaining high morale among all department employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other

the department and project a good departmental image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the Town. Interacts effectively with fellow employees, supervisor, professionals and the general public.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

CLASS SPECIFICATION

HUMAN RESOURCES COORDINATOR

GENERAL STATEMENT OF JOB

Under general supervision, performs responsible Human Resources administration work in directing and carrying out Town policies and procedures relating to various functions of the Human Resources Department. Is responsible for supervising subordinate staff, reviewing and auditing personnel requisitions, developing and coordinating employee training programs, and maintaining applicable personnel records. Reports to Human Resources Director.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Conducts wage and benefit surveys of other municipalities to compile such statistics and documentation.

Interprets personnel rules and regulations for department heads and employees; researches employee and Department Director questions in reference to rules and regulations, EEO charges, claims, and grievances; participates in employment related hearings, submits recommendations on any changes in rules and regulations for the consideration and approval of the Human Resources Director.

Reviews the processing and maintenance of personnel transactions, disciplinary actions, records and files pertaining to appointments, transfers, promotions, separations, pay adjustments and related personnel actions. Prepares appropriate resolutions for Council consideration.

Prepares budget, monthly reports, requisitions for payment, requests for proposals and other reports as requested.

Assists in developing sources of qualified applicants; responds to questions in reference to employee benefits, group health and workers compensation insurance, and unemployment compensation.

Coordinates and administers entrance and promotional examinations, with the help of staff and outside consultants, for certain ranks within the Police and Fire Departments, and other positions as requested.

Conducts special projects; organizes and conducts training sessions as requested.

Oversees processing of all records in individual personnel files and responds to requests for such information under subpoena or public records law.

Supervises a small clerical staff.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

Exhibit "C"
09/20/00

MINIMUM TRAINING AND EXPERIENCE

Graduation from a four year college or university with a degree in Personnel management, business, or public administration, and 3 to 5 years of progressively responsible experience in public Human Resources administration and management, or any equivalent combination of training and experience which provides the required skills, knowledge and experience and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of office equipment including copier, typewriter, computer, etc. Must be able to exert a negligible amount of force constantly to move objects. Physical demand requirements are those for Sedentary Work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving instructions, assignments or directions to subordinates or assistants.

Language Ability: Requires the ability to read a variety of reports, letters and memos, budget reports, computer generated reports, legal personnel documents, etc. Requires the ability to prepare correspondence, reports, forms, budgets, studies, policy interpretations, etc., with limited availability of prescribed formats, and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in personnel and legal terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; understand and apply the theories of algebra, geometry, statistical inference and statistical theory.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability coordinate hands and eyes rapidly and accurately in using office equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.)

PERFORMANCE INDICATORS

Knowledge of Job: Has knowledge of the principles, procedures, and practices of public Human Resources administration. Has knowledge of and management principles, practices, and techniques as they relate to position management, policy development and administration, employee relations, and related Human Resources and management functions and services. Has knowledge of organization, functions, and programs of municipal government. Has general knowledge of the current literature, trends, and developments in the field of municipal Human Resources administration. Has general knowledge of administrative, managerial, and supervisory practices and techniques involved in directing Human Resources management programs and services. Is able to operate a variety of office machines, including popular computer-driven word processing, spreadsheet, and file maintenance programs. Is able to establish and maintain effective working relationships with departmental or organizational supervisors, managers, division heads, consultants, and other professionals. Is able to communicate effectively with individuals and groups orally and in writing.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts within department and division, and with co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Illustrative Examples of Work."

Dependability: Assumes responsibility for doing assigned work and meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountability. Strives to anticipate work to be done and initiates proper and acceptable direction for completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with Town policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons within the department.

Relationships with Others: Shares knowledge with supervisors and staff for mutual and departmental benefit. Contributes to maintaining high morale among all department employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, and the general public so as to maintain good will toward the department and project a good departmental image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the Town. Interacts effectively with fellow employees, supervisor, professionals and the general public.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

Planning: Plans, directs and uses information effectively in order to enhance activities and production of the

works to see that these expectations are met.

Organizing: Organizes work and that of subordinate staff well. Ensures that staff members know what results are expected of them and that they are regularly and appropriately informed of all Town and department matters affecting them and/or of concern to them.

Staffing: Works with other department officials and management to select and recommend employment of personnel for the division who are qualified both technically and philosophically to meet the needs of the division and the department.

Leading: Provides a work environment which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to staff so that they know whether their performance levels are satisfactory. Commends and rewards employees for outstanding performance yet does not hesitate to take disciplinary action when necessary. Exercises enthusiasm in influencing and guiding others toward the achievement of department goals and objectives.

Controlling: Provides a work environment which is orderly and controlled. Coordinates, audits and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of Town standards, methods, and procedures.

Delegating: Assigns additional duties to staff as necessary and/or appropriate in order to meet division goals, enhance staff abilities, build confidence on the job and assist staff members in personal growth. Has confidence in staff to meet new or additional expectations.

Decision Making: Uses discretion and judgment in developing and implementing courses of action affecting the division. When a particular policy, procedure or strategy does not appear to be achieving the desired result, moves decisively and definitively to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of the division and the department. Employs imagination and creativity in the application of duties and responsibilities. Is not averse to change.

Human Relations: Strives to develop and maintain good rapport with all staff members. Listens to and considers suggestions and complaints and responds appropriately. Maintains the respect and loyalty of staff.

Policy Implementation: Has a clear and comprehensive understanding of Town policies regarding the division, department and Town function. Adheres to those policies in the discharge of duties and responsibilities and ensures the same from subordinate staff.

Policy Formulation: Keeps abreast of changes in operating philosophies and policies of the Town and continually reviews division policies in order to ensure that any changes in Town philosophy or practice are appropriately incorporated. Also understands the relationship between operating policies and practices and department morale and performance. Works to see that established policies enhance same.

CLASS SPECIFICATION

HUMAN RESOURCES MANAGER

GENERAL STATEMENT OF JOB

Under limited supervision, performs responsible Human Resources administration work in directing and carrying out Town policies and procedures relating to all phases of the Human Resources Department. Is responsible for supervising subordinate staff, reviewing and auditing personnel requisitions, developing and coordinating employee training programs, and maintaining applicable personnel records. Reports to Human Resources Director.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Participates with Town management in labor contract negotiations, proposing changes and furnishing documentation and statistical data; conducts wage and benefit surveys of other municipalities to compile such statistics and documentation.

Interprets personnel rules and regulations for department heads and employees in group sessions and on an individual basis; conducts studies concerning the development and administration of personnel policies, programs, rules, and regulations; submits recommendations for the consideration and approval of the Human Resources Director.

Reviews the processing and maintenance of personnel transactions, records and files pertaining to appointments, transfers, promotions, separations, pay adjustments and related personnel actions.

Reviews and audits personnel requisitions for compliance with budgetary constraints and prepares recommended budget for Human Resources operations.

Supervises and participates in various functions of the Human Resources division such as developing sources of qualified applicants, administering promotional examinations, employee benefits, affirmative action, group health and workers compensation insurance, and unemployment compensation.

Oversees processing of workers' compensation claims, discussing claims with employees, medical facilities, insurance carriers and attorneys as necessary. Develops entrance and promotional examinations, with the help of staff and outside consultants, for certain ranks within the Police and Fire Departments.

Directs preparation of literature explaining employee benefits, insurance programs, and employee assistance program.

Oversees processing of all records in individual personnel files and responds to requests for such information under subpoena or public records law.

Directs and supervises staff.

Exhibit "D"
09/20/00

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Graduation from a four year college or university with a degree in Personnel management, business, or public administration, and 3 to 5 years of progressively responsible experience in public Personnel administration and management, or any equivalent combination of training and experience which provides the required skills, knowledge and experience and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of office equipment including copier, typewriter, computer, etc. Must be able to exert a negligible amount of force constantly to move objects. Physical demand requirements are those for Sedentary Work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving instructions, assignments or directions to subordinates or assistants.

Language Ability: Requires the ability to read a variety of reports, letters and memos, budget reports, computer generated reports, legal personnel documents, etc. Requires the ability to prepare correspondence, reports, forms, budgets, studies, policy interpretations, etc., with limited availability of prescribed formats, and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in Human Resources and legal terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; understand and apply the theories of algebra, geometry, statistical inference and statistical theory.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability coordinate hands and eyes rapidly and accurately in using office equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.)

PERFORMANCE INDICATORS

Knowledge of Job: Has considerable knowledge of the principles, procedures, and practices of public Human Resources administration. Has considerable knowledge of Human Resources and management principles, practices, and techniques as they relate to the administration of manpower resources and planning, position management, staff development and training, policy development and administration, employee relations, and related Human Resources and management functions and services. Has considerable knowledge of organization, functions, and programs of municipal government. Has general knowledge of the current literature, trends, and developments in the field of municipal Human Resources administration. Has general knowledge of administrative, managerial, and supervisory practices and techniques involved in directing Human Resources management programs and services. Is able to operate a variety of office machines, including popular computer-driven word processing, spreadsheet, and file maintenance programs. Is able to work with a variety of officials at different levels of government under differing managerial controls and at different physical locations. Is able to establish and maintain effective working relationships with departmental or organizational supervisors, managers, division heads, consultants, and other professionals. Is able to communicate effectively with individuals and groups orally and in writing.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts within department and division, and with co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Illustrative Examples of Work."

Dependability: Assumes responsibility for doing assigned work and meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountability. Strives to anticipate work to be done and initiates proper and acceptable direction for completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with Town policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons within the department.

Relationships with Others: Shares knowledge with supervisors and staff for mutual and departmental benefit. Contributes to maintaining high morale among all department employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, and the general public so as to maintain good will toward the department and project a good departmental image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the Town. Interacts effectively with fellow employees, supervisor, professionals and the general public.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the Town and various

Planning: Plans, directs and uses information effectively in order to enhance activities and production of the department. Knows and understands the expectations of the Town regarding the activities of the division and works to see that these expectations are met. Designs and formulates ways, means and timing to achieve the goals and objectives of the department and the division. Within the constraints of Town policy, formulates the appropriate strategy and tactics for achieving division and departmental objectives. Organizes, arranges and allocates manpower, financial and other designated resources in an efficient and effective way so as to achieve the goals and objectives of the division and department.

Organizing: Organizes work and that of subordinate staff well. Ensures that staff members know what results are expected of them and that they are regularly and appropriately informed of all Town and department matters affecting them and/or of concern to them.

Staffing: Works with other department officials and management to select and recommend employment of personnel for the division who are qualified both technically and philosophically to meet the needs of the division and the department. Personally directs the development and training of division personnel in order to ensure that they are properly inducted, oriented and trained.

Leading: Provides a work environment which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to staff so that they know whether their performance levels are satisfactory. Commends and rewards employees for outstanding performance yet does not hesitate to take disciplinary action when necessary. Exercises enthusiasm in influencing and guiding others toward the achievement of department goals and objectives.

Controlling: Provides a work environment which is orderly and controlled. Coordinates, audits and controls manpower and financial resources efficiently and effectively. Coordinates, audits and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of Town standards, methods and procedures.

Delegating: Assigns additional duties to staff as necessary and/or appropriate in order to meet division goals, enhance staff abilities, build confidence on the job and assist staff members in personal growth. Has confidence in staff to meet new or additional expectations.

Decision Making: Uses discretion and judgment in developing and implementing courses of action affecting the division. When a particular policy, procedure or strategy does not appear to be achieving the desired result, moves decisively and definitively to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of the division and the department. Employs imagination and creativity in the application of duties and responsibilities. Is not averse to change.

Human Relations: Strives to develop and maintain good rapport with all staff members. Listens to and considers suggestions and complaints and responds appropriately. Maintains the respect and loyalty of staff.

Policy Implementation: Has a clear and comprehensive understanding of Town policies regarding the division, department and Town function. Adheres to those policies in the discharge of duties and responsibilities and ensures the same from subordinate staff.

Policy Formulation: Keeps abreast of changes in operating philosophies and policies of the Town and continually reviews division policies in order to ensure that any changes in Town philosophy or practice are appropriately incorporated. Also understands the relationship between operating policies and practices and department morale and performance. Works to see that established policies enhance same.

